

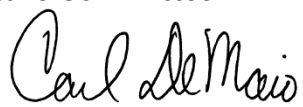


**San Diego City Council**

**MEMORANDUM**

DATE: December 13, 2011

TO: Councilmember David Alvarez  
Chair, Natural Resources & Culture Committee

FROM: Councilmember Carl DeMaio 

RE: Request to Hear Water Department Billing & Customer Service  
Problems at NR&C Committee

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One of the primary points of contact between the average San Diegan and their City government is via the Water Department.

Unfortunately, the level of customer service at the Water Department, which handles billing questions and addresses errors, has become so bad that multiple news articles have pointed out this serious problem. In addition, my office has received a large number of complaints via phone and email from San Diegans who are frustrated and angry at the Water Department for billing errors and a low level of customer service.

As elected leaders, it is our responsibility to ensure that taxpayers and ratepayers receive the level of customer service that they deserve, and we are currently not measuring up.

I am requesting that the NR&C Committee schedule an information item at the next possible Committee meeting to hear from the Water Department exactly what the problem is, what is being done to address it, and what we as a Council can do to ensure that this does not happen again.

Thank you for your attention to this matter.

CC: Honorable Members of the San Diego City Council  
Mike Vogl, PUD Deputy Director of Customer Support